

# KAVIS FAQs



## Go-Live

### **When is the target date for KAVIS Go-Live?**

The planned Go-Live date is October 2013. The exact date will be determined and communicated as the KAVIS team builds its Roll Out Roll Back plan.

### **When KAVIS goes live will there be a direct line to call for answers?**

Yes. The Roll Out Roll Back Command Center team will provide a direct line for KAVIS end users to call for assistance. In addition there will be additional methods for support – Online help, KAVIS Konnection and others. Exact details have not been worked out but will be communicated as the plan is developed.

## Data Cleansing

### **What happens if Data Cleansing is not complete by Go-Live?**

Since 2010, a dedicated group in Frankfort has been working to “cleanse” data with the assistance of County Clerks across the state. The goal is to have 100 percent of all active titles in AVIS converted so they are accessible in KAVIS at Go-Live.

However, with approximately 7 million customers and an estimated 27 million titles, it’s unlikely all data will be completely correct at Go-Live. The reasons for “uncorrectable” records include Vehicle Ownership not clearly defined on title and key vehicle or customer attributes inaccurate or missing.

County Clerk personnel have a continued opportunity to refine data after KAVIS Go-Live as customers come in to renew their registrations. This may significantly improve the quality of the data, but may incur longer transaction times.

### **What happens if an active title or vehicle cannot be retrieved in KAVIS?**

The goal of the cleansing team is to convert all active titles and corresponding vehicles from AVIS to KAVIS. In the event that an active title or vehicle is not converted, that information will not be discarded. It is planned that the information will be retained and accessible by the clerks via KAVIS reporting functionality.

### **How do I manage the data cleansing reports?**

County Clerk offices should have access to six data cleansing reports.

1. Dealer Assigned – The vehicles which have a Dealer Assigned Title and an active registration.
2. Official Vehicles – The vehicles with an active Registration Type of Official., i.e., school buses, state government vehicles, etc
3. Address Corrections – A report of invalid/incomplete addresses on active titles.
4. SSN same for Both Owners – A report of active titles which contain the same SSN for more than one customer.
5. Repetitive SSNs – A report of active Titles which contain a repetitive SSN – i.e.: 999-99-9999, 333-33-3333, etc.
6. Unreleased Liens – A report of all Titles which have a lien filing date more than seven years ago.

The Dealer Assigned and Official Vehicles reports were distributed some time ago and reports 3 through 6 reside on the 'N' drive on your county computer.

Letters were distributed with each report explaining the clean up process for that particular report. Should you have questions as you work your County's reports, please contact Paul, Jennifer, Tara and Lisa at [KAVIS@ky.gov](mailto:KAVIS@ky.gov).

## **Training**

### **When will training begin?**

Training for KAVIS will take place in stages. The Sandboxes are being set up in County Clerk offices throughout the state. Once Sandboxes are in place, a two-day Train the Trainer course will bring

designated trainers from each County Clerk office to regional training facilities to learn the KAVIS functionality. This is currently scheduled to begin in June. Another two-day Train the Trainer course will occur one month later to enable clerks to learn the financial side of KAVIS operations.

Train the Trainer designees are responsible for teaching their fellow employees how to use the new KAVIS system in the Sandbox that has been set up in their offices. Deputies are expected to train in the Sandbox for an hour each day to be ready for Go-Live.

### **What is the suggested training time for KAVIS?**

Once the TTT sessions are complete and trainers return to their home counties, it is suggested that deputies spend up to an hour each day in the Sandbox learning the various KAVIS functions. This limits the time a Deputy is away from his or her station, but provides the needed training time to become familiar with KAVIS before Go-Live.

## **Imaging**

### **Will each work station have a scanner?**

Every front line County Clerk station will be equipped with a document scanner.

### **Can documents be scanned at any scanner?**

Yes, any KAVIS scanner can be used to scan the documents into the system. The importance is placed on the order items are scanned, not where they are scanned. The first document to be scanned during any transaction is the **imaging cover sheet**, which is printed out after each transaction with a customer. The imaging cover sheet is printed first with the supporting documents printed behind it. All of these documents need to be scanned.

### **Will all documents be scanned?**

Yes. The scanner was implemented into the KAVIS system to increase turn-around time for customers and reduce paperwork for County Clerk offices.

### **Is there a way to verify each image sheet has been scanned?**

Under the KAVIS system, each transaction scanned into the system can be reviewed on the system for verification. If an upload fails, you will know immediately.

### **Once the documents are scanned how long will it be before the titles are approved and printed?**

The scanning process has been adopted under KAVIS to reduce the time between transactions are processed and when the title is received by customers. However, there is not a guarantee of faster turn-around time.

Since documents will be scanned in KAVIS, the time needed to mail the transactions to Frankfort has been eliminated. Immediately upon scanning the documents, the transaction pages are saved as a PDF file and sent to Frankfort and placed in a “working queue.” Upon approval of the title application, the title will be printed and mailed to the customer by a third party vendor just as it is today. The County Clerk’s office will receive notification from MVL with details on the paperwork that can be destroyed. The goal will be to minimize the number of days that each county will need to retain the paperwork. MVL plans to minimize the time that paper documents must be retained by the counties and as parties become more familiar with the KAVIS application, the retention time will decrease.

Once the scanned images are approved by Frankfort, there will be no need for the County Clerk’s office to retain the original paperwork. The PDF of the scanned document is considered a legal document.

### **What if a transaction is incomplete? How will I know?**

If a transaction is incomplete, the appropriate County Clerk’s office will be notified electronically so corrections can be made to the transaction. The transaction will remain in the “working queue.” Once corrections are made and the corrected documents rescanned, the process of approving the documents will continue through the queue. When the transaction has been approved, the Clerk’s office will be electronically notified.

### **Do documents need to be scanned immediately?**

No. Each County Clerk’s office can determine when documents should be scanned. However, a transaction cannot move through the system until the scanning process is complete.

## **Equipment**

### **What type of equipment will we use under KAVIS?**

In KAVIS, each front line motor vehicle County Clerk station will have a monitor, keyboard, computer tower, mouse, bar code scanner, document scanner and signature pad.

A printer, which will print registrations and decals on demand, will be shared between two stations.

The older style, dot-matrix printer that processed the pre-printed registration forms will be taken away and replaced by the new printer.

### **What are the dimensions of the printer?**

The approximate dimensions of the printer are 15.5 inches wide, 18.5 inches deep (this does not take into account the space needed for the plug at the back of the printer) and 20.5 inches high.

### **Why haven't I received my signature pad?**

The electronic signature pad has not been delivered because the functionality of the equipment is still being developed for the KAVIS system. Once that happens, the signature pads will be delivered.

### **When will the Sandbox be set up in my office?**

Sandbox deliveries are being scheduled and some offices already have their equipment. If you don't have yours, it's on the way.

### **When will the equipment be set up in my office?**

Installation of equipment is being scheduled. The equipment will be set up prior to Go-Live weekend.

### **Will the Ithaca printer be available under KAVIS?**

The Ithaca printer many county clerk stations have is not available for KAVIS-related activity.

Currently, the printers are used in the State Point of Sale system and in some third-party vendor solutions.

The printer tends the back of checks for deposit and provides a date and time stamp for security reasons on documents.

An alternative procedure will need to be developed for County Clerk offices that use the Ithaca printers with AVIS. It is recommended that local offices develop their own alternative before Go-Live.

The Ithaca printers are still able to be used with certain third-party vendor computers, but have no functionality for KAVIS-related activities or KAVIS computers.